



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2837

SERIAL NUMBER 10/617,486	FILING DATE 07/11/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 064198.0168
-----------------------------	---------------------------------------	--------------	------------------------	---------------------------------------

APPLICANTS

Philip T. Kortum, Austin, TX;

Benjamin A. Knott, Round Rock, TX;
 Randolph G. Bias, Austin, TX; Robert R. Bushey, Cedar Park, TX;

** CONTINUING DATA ***** None BOT

** FOREIGN APPLICATIONS ***** None BOT

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
 ** 10/08/2003

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY TX	SHEETS DRAWING 2	TOTAL CLAIMS 19	INDEPENDENT CLAIMS 3
---	---	---------------------------	------------------------	-----------------------	----------------------------

Verified and Acknowledged
 Examiner's Signature: *[Signature]* Initials: *[Initials]*

ADDRESS
 31625
 BAKER BOTTS L.L.P.
 PATENT DEPARTMENT
 98 SAN JACINTO BLVD., SUITE 1500
 AUSTIN, TX
 78701-4039

TITLE
 Telephone call center with method for providing customer with wait time updates

FILING FEE RECEIVED	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
----------------------------	---	--

930		<input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit _____
-----	--	---